Technical support

Computer Concepts currently provide a free technical support service to registered customers of our products.

We employ three full-time technical support staff and make no charge for this service. This is becoming increasingly unusual in the software industry. Indeed, many major software houses now charge more for support alone than the full cost of our software. Yet these companies sell into markets hundreds of times larger and have proportionally larger incomes.

If you have any questions concerning our products, please **first check the answer is not provided in the manual or other documentation**, such as the on-line help included with Impression. It's our experience that the majority of questions are answered in the documentation provided with the product.

If you cannot find a solution to your problem, then you can contact us by:

- **writing to** Technical Support,
  Computer Concepts Ltd.
  Gaddesden Place,
  Hemel Hempstead,
  Herts HP2 6EX, or
- **fax on 01442 231632** (international +44 1442 231632), or
- **email (Support@CConcepts.co.uk)** or
- **phoning 01442 63933** (international +44 1442 63933) between **1.30 and 4.30pm, Monday to Friday**, excluding public holidays. During major Acorn exhibitions most of our support staff are on our stand and telephone support may be restricted or suspended.

  Telephone support is not available outside of these hours as the staff have to reply to letters and research answers to outstanding queries.

  If all the support staff are busy, please do not ask for someone to call you back. Remember, our support is free and we must closely control its cost.

There are times of the year when the technical support department is very busy. Please be patient if you can't get through or don't get a reply immediately.

We can only continue to offer free technical support with co-operation from our customers.